



W ВСЕМИРНЫЕ
F ИГРЫ
G ДРУЖБЫ 2024



ВОЛОНТЁР
ВСЕМИРНЫХ
ИГР ДРУЖБЫ

WORLD FRIENDSHIP GAMES 2024 VOLUNTEER PROGRAM

ROLE DESCRIPTION

ACCREDITATION

The Accreditation functional area's volunteers will help to prepare and issue personal accreditation cards to athletes, judges, official guests, organisers and competition volunteers, confirming their right to be present at the Games competitive and non-competitive venues. The functional area will begin its work one month before the start of the competition.

Age: 18 years old and above

Shift period: August 15 – September

Important: Long working period, confident use of computers and office equipment, candidates with knowledge of foreign languages will be given preference.

Knowledge of foreign languages:

English at Pre-intermediate level or higher.

Knowledge of Spanish, French, German, Portuguese, or Arabic is a plus.

ATTACHÉS OF SPORTS DELEGATIONS

Volunteer attachés contribute to the quality of the delegations' experience of the World Friendship Games 2024. They accompany and assist delegations during the event. They serve as the liaison between the delegations and the Organising Committee: welcome delegations and athletes at the airports and railway stations, coordinate hotel check-in, provide language support, deal with daily requests.

Age: 18 years old and above

Shift period: September

Important: Knowledge of Russian language, stress resistance, good communication skills, responsibility, ability to multitask and to work long shifts (the schedule may be irregular).

Experience as a volunteer at international and/or major sports events, knowledge of intercultural and inter-ethnic communication will be an advantage.

Knowledge of foreign languages:

English at Upper-Intermediate or Advanced level.

Knowledge of French, Spanish and Arabic will be an advantage.





TICKETING

The Ticketing Programme volunteers will assist spectators with any ticket-related questions in accordance with the rules for visiting competitions. They will also help guests of sports venues to scan tickets and direct spectators to ticket centres in difficult situations.

Age: 18 years old and above

Shift period: September

Important: proficiency in digital technologies and the ability to navigate stressful situations efficiently, finding solutions in emergencies.

Knowledge of foreign languages:

English at Intermediate level or higher.

Knowledge of Spanish, French, German, Portuguese, or Arabic is a plus.

VOLUNTEER MANAGEMENT

Support to the volunteer management team in monitoring the provision of services for volunteers, issuing equipment, implementing a motivational programme, monitoring volunteer shift attendance.

Age: 18 years old and above

Shift period: August 13 – September

Important: organisational skills, computer and office equipment skills, communication skills, experience in personnel management, quick learning and willingness to perform a wide range of tasks.

Knowledge of foreign languages: English at Pre-Intermediate level or higher.

SIGNAGE

The Signage functional area volunteers will assist the organisers in the preparation and daily control of the temporary navigation and design of the competition venues to ensure the integrity and correctness of the design and information structures (signs, banners, pointers, etc.).

Age: 18 years old and above

Shift period: September

Important: ability to navigate terrain and maps efficiently, attentiveness, and clear and concise communication, including through photography.

Knowledge of foreign languages: English at Elementary level or higher.



LANGUAGE SERVICES

Providing communication support to foreign athletes, members of delegations, official competitions guests, issuing and collecting receivers for simultaneous interpretation, instructing foreign participants on the use of receivers, providing assistance in preparing reporting documents (translator work sheets).

Age: 18 years old and above

Shift period: September

Important: experience in consecutive interpreting, communication skills.

Knowledge of foreign languages:

English at Upper Intermediate level or higher;

Knowledge of Spanish, French, German, Portuguese, Arabic is a plus.

MEDICAL SERVICES

The health of the athletes and compliance with competition rules are crucial for fair results. Volunteers will support mobile medical teams and check athletes' documents required for medical admission to competitions. They will also operate a hotline to process incoming calls and requests for organising outpatient medical care for foreign athletes, guests and participants at the Games.

Age: 18 years old and above

Shift period: September

Important: Candidates who have completed at least three courses of study at a medical university in the areas of General Medicine, Pediatrics, Medical and Preventive Care, and Dentistry. Male candidates who weigh at least 65 kg are welcome to assist in transporting athletes in cases of serious injury during competition.

Knowledge of foreign languages: English at Intermediate level or higher.



MEDIA OPERATIONS

Assisting in the organisation of the activities of the Games Press Centres, issuing and registering media vests, escorting journalists to media stands and photographers to photo positions, checking the readiness of the mixed zones at the venues, supervising TV news teams at their positions at the sports venues.

Age: 18 years old and above

Shift period: September

Important: education background in journalism (preferably), philology, sociology or related field at university or at current job.

Knowledge of foreign languages:

English at Upper Intermediate level or higher;

Knowledge of Spanish, French, German, Portuguese, Arabic is a plus.

SPORT

Assisting the organiser in holding of the Games sports programmer at the venues - resolving sports issues as they arise, providing unofficial (day-to-day) interpretations, monitoring the quality of all services provided to athletes, delegations and judges.

Age: 18 years old and above

Shift period: September

Important: resistance to stress, multitasking and long shifts. Native Russian speaker.

Knowledge of foreign languages:

English at Intermediate level or higher;

Knowledge of Spanish, French, German, Portuguese, Arabic at least at Intermediate level is a plus



PLANNING

Supporting sports venue coordination centre by listening to, analysing and monitoring radio broadcasts during competitions, supervising the resolution of emergency situations, checking the minute-by-minute execution of the work schedule of sports venue teams.

Age: 18 years old and above

Shift period: September

Important: Volunteer activities require the use of special incident management information systems and a thorough understanding of the competition schedule. Experience with radio stations or other telecommunications equipment, clear articulation, and call centre experience is preferred. Native Russian speaker.

Knowledge of foreign languages: English at Intermediate level or higher.

SPORT PRODUCTION AND PRESENTATION

Volunteers in this area will assist the organisers, under the supervision of the director or assistant director, in dealing with artists, athletes and animators, as well as assisting the sports presentation team with day-to-day administrative and operational issues at the sports venues.

Age: 16 years old and above

Shift period: September

Important: ability to operate office equipment and have a presentable look as they may appear on camera while working with presenters in the field. They should also be willing and able to assist technical specialists with lighting, sound, and video equipment.

Knowledge of foreign languages: English at Pre-Intermediate level or higher.



PROTOCOL

The task involves providing services to VIP guests, including seating them on the VIP stand, greeting and meeting high-ranking guests, controlling access to the VIP parking area, and verifying accreditation badges and invitation cards for access to the VIP area. Additionally, volunteers will act as attachés to official guests and accompany them both at sports venues and as part of an additional cultural programme for VIP visitors to events.

Age: 18 years old and above

Shift period: September

Important: Experience as a volunteer at international and/or major sports events, knowledge of intercultural and inter-ethnic communication, business etiquette, presentable look. If you choose the position of attaché, you must be willing to be physically present and in touch with the delegation.

Knowledge of foreign languages:

English at Upper Intermediate level or higher.

Knowledge of Spanish, French, German, Portuguese, Arabic at least at Intermediate level is a plus.

ACCOMMODATION

Volunteers in the Accommodation functional area will provide assistance to sports delegations at information desks in the locations where competitors are staying.

Age: 18 years old and above

Shift period: September

Important: excellent communication skills, experience in intercultural communication, ability to take responsibility.

Knowledge of foreign languages:

English at Upper Intermediate level or higher.

Knowledge of Spanish, French, German, Portuguese, Arabic at least at Intermediate level is a plus.



SPECTATOR SERVICES

Assisting spectators in navigating the sports venues and adjoining grounds, escorting guests to their seats in the stands, informing spectators of items that may not be brought into the sports venue, assisting with any problems that may arise, while creating an atmosphere of hospitality and celebration.

Age: 16 years old and above

Shift period: September

Important: Excellent communication skills are necessary to effectively engage with a large audience. A positive attitude is also important.

Knowledge of foreign languages:

English at Pre-Intermediate level or higher.

RESULTS, TIMING AND SCORING

Volunteers will help control the results capture system and progress information on media screens in sports venues.

If needed, volunteers will also assist in facilitating communication in English between timekeepers, judges, and sports delegates.

Age: 18 years old and above

Shift period: September

Important: Experience in IT and related fields is welcome, as is knowledge of sports.

Knowledge of foreign languages: English at Intermediate level or higher.

TECHNOLOGY

Assisting in the provision of IT services and supporting competition days, organising the work of information desks and service areas, and providing on-site technical support.

Age: 18 years old and above

Shift period: September

Important: a confident user of computers and office equipment, a quick learner, and willing to perform a wide range of tasks. Having an education in the field of information technology would be an advantage.

Knowledge of foreign languages: English at Pre-Intermediate level or higher.



ARRIVAL AND DEPARTURE

Volunteers will assist the Department of Transportation team and/or serve as coordinators or greeters at airports, train stations, hotels, and other locations. Their objective is to aid and support various client groups, ensuring a high standard of transportation services.

Age: 16 years old and above

Shift period: September

Important: long period of work, stress resistance, ability to multitask and long shifts.

Knowledge of foreign languages: English at Pre-Intermediate level or higher.

BRAND MANAGEMENT

Volunteers will assist in organising events featuring the Games mascot and accompanying a mascot life-size doll.

Age: 18 years old and above

Shift period: September

Important: stress resistance, excellent communication skills, positive attitude, ability to multitask and help outdoors.

Knowledge of foreign languages: English at Elementary level or higher.

VENUE MANAGEMENT

Function volunteers will support the daily work of function managers and all Games venue management teams, and will assist in preparation for major management meetings. Tasks will include photocopying, printing documents, answering phones, and performing general administrative tasks.

Age: 18 years old and above

Shift period: September

Important: stress resistance, excellent communication skills, confident user of computers and office equipment, ability to multitask. Russian Federation citizenship.

Knowledge of foreign languages: English at Elementary level or higher.



FOOD AND BEVERAGE

Volunteers will help to ensure the smooth operation of food outlets for clients by providing a full range of dishes and drinks, accepting coupons for free food from eligible individuals, monitoring dining rooms for readiness, and performing other related tasks.

Age: 16 years old and above

Shift period: August 13 – September

Important: excellent communication skills, positive attitude, ability to multitask.

Knowledge of foreign languages: English at Elementary level or higher.

CEREMONIES

Volunteers will assist in accompanying medal-winning athletes, honored guests, and preparing awarding items such as medals, mascots, and flowers.

Age: 18 years old and above

Important: attentiveness, ability to multitask

Shift period: September

Knowledge of foreign languages: English at Intermediate level or higher.

OVERLAY

Volunteers in this function will support venue managers in implementing cross-functional interaction between all functions and venue team.

Age: 18 years old and above

Shift period: September

Important: excellent communication skills, responsibility, ability to multitask

Knowledge of foreign languages: English at Elementary level or higher.



MARKETING

Providing assistance to sponsors and partners of the Games at sports venues in terms of organising their activities.

Age: 18 years old and above

Shift period: September

Important: excellent communication skills, positive attitude, ability to multitask.

Knowledge of foreign languages: English at Elementary level or higher.

TRANSPORT

Volunteers will help representatives of the Organising Committee by organising transport, meeting and seeing off groups of clients, recording vehicle loads and working in the pick-up and drop-off areas and car parks.

Age: 16 years old and above

Shift period: September

Important: stress resistance, ability to multitask, working long shifts.

Knowledge of foreign languages: English at Intermediate level or higher.

DOPING CONTROL

Providing assistance to organizers in working with athletes - notifying competition participants about their appointment for doping control, escorting them from the playing field to the doping control point.

Age: 18 years old and above

Shift period: September

Important: attentiveness, willingness to respond quickly to tasks, politeness.

Knowledge of foreign languages:

English at Upper Intermediate level or higher.

Knowledge of Spanish, French, German, Portuguese, Arabic at least at Intermediate level is a plus.





BRAND PROTECTION

Assist in inspecting competition venues for advertising and trade violations by competitors, partners, and sponsors. Report any brand protection violations to the venue team.

Age: 18 years old and above

Shift period: September

Important: attentiveness, readiness for extensive walking.

Knowledge of foreign languages: English at Beginner level or higher

CULTURAL PROGRAMME

Volunteers for this role will accompany excursion groups, check that guests are boarding vehicles, and assist guides during cultural competition programmes.

Age: 18 years and above

Shift period: September

Important: attentiveness, politeness, excellent communication skills.

Knowledge of foreign languages:

English at Upper Intermediate level or higher.

Knowledge of Spanish, French, German, Portuguese, Arabic at least at Intermediate level is a plus.

